

***NATIONAL WEATHER SERVICE POLICY DIRECTIVE 10-16
JANUARY 6, 2003***

Operations and Services

PERFORMANCE

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OPR: OS5 (D. Wernly)

Certified by: OS (G. Mandt)

Type of Issuance: Initial

1. This directive establishes the policy governing the National Weather Service (NWS) performance program. NWS partners and customers deserve quality and responsive products and services.
2. The objectives of the performance programs are to measure service quality and product accuracy, assess customer satisfaction, collect data on significant events, communicate performance information to senior government officials, determine required service improvements, and assess field office operational effectiveness. Verification scores will not be used to establish criteria for rating the forecasting and warning element of an individual's performance plan.
3. This directive establishes the following authorities and responsibilities:
 - 3.1 The Office of Climate, Water, and Weather Services (OCWWS) establishes policy and procedural directives for warning and forecast verification, service and office evaluation, significant event reporting, post-storm data acquisition, *Storm Data* preparation, and service assessments.
 - 3.2 The Office of Science and Technology provides scientific and technical support.
 - 3.3 NWS Regional Headquarters will ensure field office compliance with established policies and procedures, develop supplements to procedural directives, ensure supplements are compatible across regional boundaries, provide technical assistance to field offices, establish a capability to monitor performance during significant events, and communicate significant event information to OCWWS.
 - 3.4 Field offices, National Centers for Environmental Prediction (NCEP), Weather Forecast Offices (WFOs), River Forecast Centers (RFCs), and Center Weather Service Units (CWSUs) are responsible for implementing verification and evaluation programs.

3.4.1 Each NCEP service center, WFO, RFC, and CWSU will analyze verification data for their area of responsibility and provide an analysis to the NCEP Director and/or Regional Directors. Verification analyses will describe trends, patterns, deficiencies, and lessons learned. Objective verification statistics should be combined with a subjective evaluation of the overall effectiveness of the *full suite* of warning, forecast, guidance, and outlook products.

3.4.2 WFOs will conduct post-storm data acquisition activities and recommend to their region whether a national-level or regional-level post-storm data acquisition or national-level service assessment activity should be conducted. WFOs will prepare *Storm Data* for their county warning and forecast area (CWFA) and coordinate with adjacent WFOs when events encompass multiple CWFAs.

4. The NWS will measure verification effectiveness through reviews of office procedures. Service evaluation effectiveness will be measured by a customer satisfaction index (CSI) for each major customer group. Service assessment effectiveness will be measured through conformance to deadlines and the tracking of service assessment recommendations. Office operational effectiveness will be gaged through review of regional and self evaluation checklists.

5. This policy directive is supported by the references in Attachment 1.

signed by _____	December 23, 2002
John J. Kelly, Jr.	Date
Assistant Administrator	
for Weather Services	

Attachment 1

REFERENCES

References

NWS Instruction 10-1601, Verification Procedures
NWS Instruction 10-1602, Service Evaluation
NWS Instruction 10-1603, Significant Event Reporting
NWS Instruction 10-1604, Post-Storm Data Acquisition
NWS Instruction 10-1605, *Storm Data* Preparation
NWS Instruction 10-1606, Service Assessments
NWS Instruction 10-1607, Office Evaluation